



Grand Challenges Canada®
Grands Défis Canada

Translation and Interpretation Bid Solicitation Proposal (RFP-12-08-2024) Frequently Asked Questions (FAQs) - Updated as of September 3, 2024

1. *What are the key responsibilities under this contract?*

The selected vendor will be responsible for providing high-quality, culturally sensitive, and inclusive translation and interpretation services across specified languages, ensuring deadlines are met, respecting inclusive language guidelines, and adhering to any required document certifications or standards.

2. *Who is eligible to submit a proposal for this RFP (Request for Proposal)?*

Organizations from all locations are eligible to submit proposals. We encourage both local and international providers to apply.

3. *Is there a preference for certain types of vendors (e.g., local, women-owned, minority-owned)?*

While we welcome all proposals, preference may be given to vendors that meet all bid criteria and align with our localization, diversity, equity, and inclusion goals.

4. *Do you ever require document certifications like notarization?*

Grand Challenges Canada has a legal team who are all qualified to notarize documents. However, the selected vendor may be required to translate a notarial certificate into another language.

5. *Can we submit anonymized CVs for our linguists?*

Yes, anonymized CVs are acceptable during the proposal stage. Full details can be provided if your proposal is shortlisted or selected.

6. *Should CVs for linguists specializing in additional languages be included in the proposal?*

This RFP is focused on the following languages: French (Canada, Africa), Arabic, Spanish (Latin America) and Swahili. If your service has linguists that cover additional languages beyond those required by the RFP, please do include a list of available languages / dialects.

7. *What is the expected volume of translations?*

The volume of translations will vary, ranging from individual pages to extensive reports. Detailed information will be provided and confirmed once the contract is finalized.

8. How should we structure our pricing?

Pricing can be proposed per word, hour, or project basis, depending on the services offered. Please specify your rate structure in your proposal.

9. What is the expected turnaround time for each type of document or project?

The turnaround time will vary depending on the document type and urgency. Grand Challenges Canada and the selected vendor will collaboratively determine expected turnaround times.

The expected turnaround times are as follows:

- Urgent documents: Within 24 hours
 - Short*, non-urgent documents: Within 2 business days
 - Medium* non-urgent documents: Within 3-5 business days
 - Long* non-urgent documents: To be determined collaboratively by Grand Challenges Canada and the selected vendor.
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- Short Document: 1–1,000 words. Examples: Press releases, blog posts, brief reports, etc.
 - Medium Document: 1,000–5,000 words. Examples: Articles, whitepapers, and standard reports, etc.
 - Long Document: 5,000+ words. Examples: Research papers, detailed reports, etc.

10. Do you offer services for both verbal/interpretation and written translations?

This RFP specifically focuses on written translation and verbal (consecutive and simultaneous) translation services. The choice between consecutive and simultaneous interpretation typically depends on the nature of the event or meeting. Most of the interpretation services are conducted consecutively via Zoom or Teams. We do not provide AV or technical equipment for simultaneous interpretation requests. The translation and interpretation agency will be responsible for ensuring that the necessary equipment is in place, in coordination with the event organizers. Please see the full bid solicitation proposal for details. For interpreting samples, you can submit audio or video recordings -preferably links to the examples- that best represent your work. Please ensure the files are in a commonly accessible format, such as MP3, MP4, or WAV.

11. What deep geographic/location-specific expertise is required for this RFP?

This request for proposals is for delivering accurate, timely, and high-quality translation and interpretation services in the following languages:

- French (Canada, Africa)
- Arabic
- Spanish (Latin America)
- Swahili

Expertise in both Canadian and African French is required. For Spanish, expertise in Latin American Spanish is needed.

12. ***Are partial bids accepted? Can translation and interpretation for certain languages be outsourced?***

Partial bids are not accepted. However, Bidders may submit a bid as a joint venture (See Section 4.1a of the Bid Solicitation Proposal).

We are optimistic that we will find one sole provider to cover these needs. If, through the process, we conclude that limits our options, we may revisit and reconsider.